

SECTION F: RELATIONSHIPS WITH OTHER PROFESSIONALS AND EMPLOYERS

INTRODUCTION

CRCs/CCRCs recognize the quality of interactions with colleagues can influence the quality of services provided to clients. They work to become knowledgeable about the role of other professionals within and outside the profession. CRCs/CCRCs are respectful of approaches to counseling services that differ from their own and of traditions and practices of other professional groups with which they work. CRCs/CCRCs develop positive working relationships and systems of communication with colleagues to enhance services to clients. CRCs/CCRCs are committed to the equal treatment of all individuals. They secure employment in settings that support and uphold the ethical standards outlined in the Code. They attempt to reach agreements with employers as to acceptable standards of client care and professional conduct that allow for changes in employer policies that are conducive to the growth and development of clients.

F.1. RELATIONSHIPS WITH COLLEAGUES, EMPLOYERS, AND EMPLOYEES

a. PROFESSIONAL COURTESY/CONSIDERATION. CRCs/CCRCs are respectful of approaches that are grounded in theory and/or have an empirical or scientific foundation but may differ from their own. CRCs/CCRCs acknowledge the expertise of other professional groups and are respectful of their practices. CRCs/CCRCs do not question the competency or ethics of other professionals or agencies in discussions with their clients unless it is done to protect the client's safety and well-being and is documented.

b. NEGATIVE EMPLOYMENT CONDITIONS. CRCs/CCRCs alert their employer of unethical policies and practices. They attempt to effect changes in such policies or procedures through constructive action within their organization. When such policies are inconsistent with the Code, potentially disruptive, damaging to clients, and/or limit the effectiveness of services provided, CRCs/CCRCs take necessary action if change cannot be affected. Such action may include referral to appropriate certification, accreditation, or licensure organizations. Ultimately, voluntary termination of employment may be the necessary action.

c. PROTECTION FROM PUNITIVE ACTION AND RETALIATION. Whether in an employee or supervisory role, CRCs/CCRCs take care not to dismiss, threaten, or otherwise retaliate against employees who have acted in a responsible and ethical manner to expose inappropriate employer policies or practices, Code violations, or suspected Code violations.

d. PERSONNEL SELECTION AND ASSIGNMENT. CRCs/CCRCs select competent and appropriately credentialed staff and assign responsibilities compatible with their education, skills, and experiences.

e. EMPLOYMENT PRACTICES. Whether as employers or employees, CRCs/CCRCs engage in legal and ethical employment practices with regard to hiring, promoting, and training.

F.2. ORGANIZATION AND TEAM RELATIONSHIPS

a. TEAMWORK. CRCs/CCRCs who are members of interdisciplinary teams delivering multifaceted services to clients must keep the focus on how to serve clients best. They participate in and contribute to decisions that affect the well-being of clients by drawing on the perspectives, values, and experiences of their profession and those of colleagues from other disciplines. CRCs/CCRCs promote mutual understanding of rehabilitation plans by all team members cooperating in the rehabilitation of clients.

b. TEAM DECISION-MAKING. CRCs/CCRCs implement team decisions in rehabilitation plans and procedures, even when not personally agreeing with such decisions, unless these decisions breach the Code. When team decisions raise ethical concerns, CRCs/CCRCs first attempt to resolve the concerns within the team. If they cannot reach resolution among team members, CRCs/CCRCs recuse themselves and consider other approaches to address their concerns consistent with the well-being of clients.

c. DOCUMENTATION. CRCs/CCRCs obtain necessary reports and evaluations only when essential for rehabilitation planning and/or service delivery.

d. CLIENTS AS TEAM MEMBERS. CRCs/CCRCs make reasonable efforts to ensure that clients and/or their legally authorized representatives are afforded the opportunity for full participation in decisions related to the services they receive. Only those with a need to know are allowed access to the information of clients, and only then upon a properly executed release of information request or receipt of a court order.

F.3. PROVISION OF CONSULTATION SERVICES

a. CONSULTATION. As consultants, CRCs/CCRCs only discuss information necessary to achieve the purpose of the consultation. When engaging in formal and informal consultation, CRCs/CCRCs refrain from discussing confidential information that reasonably could lead to the identification of a client unless client consent has been obtained or the disclosure cannot be avoided. CRCs/CCRCs refrain from providing consultation when they are engaged in a personal or professional role that compromises their ability to provide effective assistance to clients.

b. CONSULTANT COMPETENCY. CRCs/CCRCs provide consultation only in areas in which they are competent. They make reasonable efforts to ensure they have the appropriate resources and competencies. CRCs/CCRCs provide appropriate referral resources when requested or needed.

c. INFORMED CONSENT IN FORMAL CONSULTATION. When providing formal consultation, CRCs/CCRCs have an obligation to review, in writing and verbally, the rights, responsibilities, and roles of both CRCs/CCRCs and consultees. CRCs/CCRCs use clear and understandable language to inform all parties involved about the purpose of the services to be provided, relevant costs, potential risks and benefits, and the limits of confidentiality. Working in conjunction with the consultees, CRCs/CCRCs attempt to develop a clear definition of the problem, goals for change, and predicted consequences of interventions that are culturally responsive and appropriate to the needs of consultees.